

Tenant FAQs

Who is a Tenant?

The members of your household who sign the tenancy agreement (lease) are called “leaseholders” by Civida. The leaseholder(s) are responsible for paying rent every month and will be responsible for any damage to their home.

Leaseholders can make changes to your tenant file and must follow all tenant rules.

If someone is approved to live in your home but has not signed the residential tenancy agreement, Civida refers to these household members as “Approved Occupants”. These household members cannot make changes to your agreement.

What is my Tenant Code (T-Code)?

Tenant Code (t-code): a unique identifier for CRH tenant and recipient households. It starts with the letter “T”, followed by two zeros and five other numbers. Your tenant code will be included in all correspondence you receive from us. Use this code when you contact Civida so we can more easily bring up your file. It will also be helpful if you write your tenant code on any forms or correspondence you send to us.

What if my Contact Information has changed?

Please complete the Change of Contact Information form if your email address or phone number has changed. It is important to keep Civida updated if your contact

information changes so we can get in touch with you.

What if my Income has changed?

If your income changes, your rent may change.

If you or someone in your household begins receiving Alberta Income Support, your rent may change based on the core shelter rates.

If your household income has decreased by \$35/month, Civida can temporarily reduce your rent. You must also tell Civida if your income increases.

What if someone moved into my home?

Complete the Change of Household Information form. Submit the new household member’s citizenship status, income and asset information so we can reassess your household eligibility.

The new household member cannot be listed on the High-Risk Offenders List.

If the new household member would make the tenant household ineligible, the tenant will be notified that they will have to leave their home. The tenant can choose not to add the new household member and stay in their home.

If the tenant household is still eligible, they shall be added as an approved occupant. The household member must sign the Crime Free Multi Housing Addendum if they are over the age of 18 years.

If the household income changes, the rent will be recalculated. This may change the number of bedrooms the tenant household requires. The Housing Clerk will let the tenant know if they should submit a transfer request.

What if someone has moved out of my home?

If the household member who moved out was an approved occupant, the leaseholder must submit the Change of Household Information form. The approved occupant will be removed from the file. The household income will be recalculated and if it changes, the rent will be recalculated.

If the household member who moved out was a leaseholder, they must submit the Change of Household Information form and a signed and dated letter stating they are giving up their rights to the unit and the security deposit. The former leaseholder will be removed from the residential tenancy agreement and the file. The household must complete an acceptable transfer inspection.

The household must sign a new lease and the As Is addendum agreeing to accept their current unit as is. At the time of move out, the security deposit will be given to the remaining leaseholder.

What if I want someone else to contact Civida on my behalf?

Please complete a Consent to Release form. If the former leaseholder does not submit a letter, the remaining leaseholder

must notify Civida using the Change of Household Information form.

The former leaseholder will not be removed from the residential tenancy agreement but the household income can be recalculated. In some cases, the former leaseholder can be removed after one annual review cycle with a commissioned affidavit.

If there is only one leaseholder but there are adult occupants who wish to stay, they must be eligible for a transfer. If they are eligible, they may sign a new lease and the As Is addendum agreeing to accept their current unit as is. At the time of move out, the security deposit will be given to the remaining leaseholder.

Why do I have to submit my income information every year?

If you live in Community Housing, Civida is required by section 5 of the *Social Housing Accommodation Regulation* to verify the income of all tenants households every year to confirm eligibility. The annual income review is also used to calculate your rent amount every year. Your annual income review must be completed by the

anniversary of your tenancy agreement
(lease).

Civida cannot disclose any
personal information without
the leaseholder's consent.